

NETWORK MANAGER REPORT



FEBRUARY 2009

SUBMITTED BY Sloane Wright, General Manager

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OVERVIEW

Operations

During the month of February, several new partnership opportunities have been presented while application development and testing continue to move the project pipeline closer to our goal of twenty new services for the year. In February, AI implemented two new applications and completed change management updates for seven additional applications.

Highlights for the month were:

- Since its launch in February 2008 the Alabama Department of Revenue Vehicle Information Check application has processed nearly 6,000 requests. This application has made a significant impact on the high call volumes the Department had previously been receiving.
- As a compliment to the Department of Revenue Vehicle Information Check, Alabama Interactive launched the Abandoned Motor Vehicle Information Service. This application allows subscribers to locate Alabama title and registration information on abandoned vehicles in order to contact the owner or lien holder of the vehicle.
- The Alabama Department of Public Health, Child Health Insurance Program payment application saw a 25% increase from the previous year. In February alone the application processed over \$130,000.
- It has been one year since AI launched a merchant service for the Department of Revenue allowing licensees to renew and pay for their International Fuel Tax Agreement (IFTA) licenses online. The merchant service processed 454 transactions in February 2009, compared to just 39 in February in 2008.
- In partnership with the Alabama Department of Finance, the Alabama Interactive development and management teams launched the State's stimulus website (www.stimulus.alabama.gov) in less than a week. This site will be used along with the Open Alabama site to provide citizens with information about how Alabama spends its money.
- The Alabama Department of Environmental Management, Water and Waste Water renewal application has seen a 36% adoption rate increase from February 2008 to February 2009. The AI development team is currently in the process of redesigning the application to make it easier to use.
- The month of February saw a 21% increase in the sale of motor vehicle records over February of 2008. This is back to the level of 2007 which was a record year for the State in both number of records sold and revenue generated.

Marketing

In February, the Alabama Management team conducted demonstrations with several agencies for a potential licensing system. A representative with the CAVU Corporation presented the system to the Alcoholic Beverage Control Board, Alabama Board of Cosmetology, Alabama Department of Labor, Alabama Board of Nursing, and representatives of the Information Services Division. CAVU offers complete enterprise solutions to support all the business automation requirements of governmental regulatory and revenue agencies and AI hopes to work in conjunction with them to streamline government licensing systems in Alabama.

AI partnered with the Alabama Department of Finance and governor appointed Drayton Nabers to develop the Alabama Stimulus website which can be found at www.stimulus.alabama.gov. The site allows citizens to see how stimulus money is being distributed between a variety of programs. The site will be updated to reflect new information on the stimulus law as federal agencies issue specific regulations on funding uses and requirements. It will also allow organizations and individuals to submit proposals for use of the stimulus funds.

Customer Service

With the launch of the Abandoned Motor Vehicle application the customer service team was busy fielding calls and emails regarding access to the system. In a discussion with a customer service team member, Lynn Hurst, the President of the Alabama Towing Association, noted that the abandoned vehicle application is an “asset to his business.”

Over the course of the month the team answered approximately 670 live and offline chats. The majority of the chats were from citizens who had already filed their taxes and were inquiring about their refund and also those who were questioning the automatic 6 month extension which all Alabamians were afforded for this tax season.

Development

AI Dev-Share team held three meetings during the month of February. During the meeting, the team formally welcomed Chris Weschler as a new developer and focused mainly on Struts 2 development. The development team also discussed updates to the project management documentation process, continued security, the new staging server environment and the continued move of applications off of the legacy servers onto the virtual servers.

During the second meeting the team continued discussing the staging servers and how they will be used during the development and testing process. However, the main focus of the second meeting was to discuss the MOSS project management site. All updates and new applications will now be added to a portal wide service where the developer will be notified of any changes. This new project management site will allow better communication between project managers and developers and serve as a queue for all updates.

The third meeting consisted of discussions regarding updates made to the staging servers and also some scheduled updates for the Customer Database. The team also worked on some additional

application job scripts to help enhance the automation of the jobs through the Payment Engine. The team ended the month with a number of successful updates to existing applications.

PROJECT REPORT

Completed New Applications for 2009

Agency	Application	Description	Date Completed
Alabama State Board of Social Work Examiners	Exam Registration	Allows approved candidates to re-take the social work licensing exam	01/05/2009
Alabama Real Estate Commission	New Course Registration	Allows instructors to submit courses online for approval	01/06/2009
Alabama Department of Revenue	Abandon Vehicles Title Search	Allows subscribers to locate last known lien holder of an abandoned vehicle	02/27/2009
Alabama Department of Finance	Alabama Stimulus Website	Outlines the distribution of state stimulus funds	02/27/2009

Completed Updates for 2009

Agency	Application	Description	Date Completed
Alabama Department of Revenue	IFTA/Trip and Fuel	Made updates to existing application	01/20/2009
Alabama Real Estate Commission	Certification	Updates to existing application	01/27/2009
Alabama Electrical Contractors Board	License Renewal	Made updates to current statutory and late fees, receipt and database	01/30/2009
Alabama Department of Public Health	EMT License Renewal	Updates to export script, audit function and receipt confirmation	01/30/2009
Alabama Criminal Justice Information Center	Background Checks	Add option for bulk uploads and implement discounts for large searches performed by government officials	01/30/2009
Alabama Ethics Commission	Lobbyist Registration	Updates to intranet and data files	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to collect previous license data on new applications	01/30/2009

Alabama Alcoholic Beverage Control Board	Initial Application	Update to exempt state agencies to be exempt from fees	02/17/2009
Alabama Department of Public Health	Child Health Insurance Program	Add additional buttons to application	02/20/2009
Alabama Department of Revenue	Tax Extension	Update form to remove particular applications from instructions	02/20/2009
Alabama Board of Mental Health and Mental Retardation	Exam Application	Updates to Certificates	02/26/2009
Alabama Department of Public Health	EMS Renewals	Allows facilities to renew numerous licenses with one payment	02/25/2009
Alabama Board of Interpreters and Translators	Permit and License Renewals	Updates to existing fees	02/27/2009
Alabama Department of Education	Certification Requests	Adding additional validation for social security number	02/27/2009

In Testing...

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Department of Revenue	Motor Vehicles, Form 04	Allows lien holder filings to be submitted online	This application is in agency testing	October 2008
Alabama Department of Revenue	Motor Vehicles, Form 02	Allows users to pay for initial title replacements online	This application is in agency testing	October 2008
Alabama Department of Corrections	Inmate Canteen	Allows payments for online inmate canteen	This application is in agency testing	October 2008
Alabama Board of Cosmetology	Group Verification	Allows users to have access to group verification online	This application is in internal testing	October 2008
Alabama Board of Respiratory Therapy	Initial License Application	Allows users to apply for license online	This application is in internal testing	February 2009
Alabama Department of Public Health	EMS Provider License Renewal	Allows brick and motor buildings to renew licenses	This application is in agency testing.	May 2008
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in internal testing	TBD
Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	This application is in agency testing	April 2009
Alabama Department of Revenue	Merchant Services for ETAPS	Provide Merchant Services for the ETAPS application through partnership with 3M	This application is in agency testing	February 2009
Alabama Secretary of State	Corporation Certificate of Existence	Allows users to purchase certificate of existence	This application is agency testing	December 2008

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Correctional Industries	Shopping Cart	Allows users to pay for shopping cart items	This application is in development	TBD
Alabama Board of Examiners in Counseling	License Renewal	Allows users to renew licenses	This application is in development	TBD
Alabama Board of Home Medical Equipment Services Providers	Initial License	Allows users to apply for license online	This application is in the pre-project phase	July 2008
Alabama Board of Court Reporting	Initial License	Allows users to pay for license online	This application is in the pre-project phase.	October 2008
Alabama Real Estate Commission	Pre/Post License Instructor	Allows instructor to apply to teach online	This application is in the pre project phase	TBD
Alabama Real Estate Commission	New School Registration	Allows instructor to register their school online	This application is in the pre project phase	TBD
Alabama Department of Revenue	Auto Dealers License Renewal/ Initial	Allows auto dealers to renew and apply for license online	This application is in the pre project phase	October 2008
Alabama Department of Revenue	Motor Vehicle Surety Bonds Application	Allows for surety bonds to be applied for online	This application is in the pre project phase	TBD
Alabama Secretary of State	Corporate Name Reservation	Allows corporations to reserve business names	This application is in the pre-project phase	TBD
Alabama Department of Labor, Elevator Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	May 2009

Alabama Department of Labor, Boiler Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	May 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in the pre-project phase	June 2009
Alabama Board of Massage Therapy	Massage Therapists License Renewal	Allows licensed massage therapists to renew their license online	This application is in the pre-project phase	June 2009
Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in pre-project phase	October 2009
Alabama Manufactured Housing Commission	Re-sale Decal	Allows manufactured housing providers to apply for decals online	This application is in development	May 2009
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	This application is in pre-project phase	July 2009
Alabama Bar Association	Exam Application	Allows recent graduates to register for the BAR exam online	This application is in pre-project phase	September 2009
Alabama Electronic Securities Board	License Renewal	Allow current licensed installers to renew licenses online	This application is in pre-project phase	October 2009

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Magazine Update	Allows citizens to pay for licenses, gifts, subscriptions at same time	This application is in the pre-project planning phase	July 2007
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Adding additional data sources	This application is in the development	TBD
Alabama Farmer's Market	Shopping Cart	Update to current shopping cart	This application is in agency testing	September 2008
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in agency testing	September 2008
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite application to allow for easier maintenance and streamline user interface	This application is in development	TBD
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	This application is in the pre project phase	TBD
Alabama Department of Public Safety	Merchant Service	Update to field in Webservice	This application is in development	December 2008
Alabama Department of Revenue	IFTA Application	Update to current web service	This application is in agency testing	February 2009
Alabama State Board of Chiropractic Examiners	License Renewals	Updates to existing application for new year	This application is in the pre project phase	March 2009
Alabama Bar Association	License Renewals	Updates to existing application for new year	This application is in the pre project phase	August 2009

Alabama Department of Conservation and Natural Resources	Phone Sales	Updates to current screens	This application is in the pre project phase	April 2009
Alabama Department of Public Safety	Crash Report Sales	Update to existing application	This application is in development	March 2009
Home Builders Licensure Board	Initial Application	Rewrite of existing application	This application is in internal testing	March 2009
Home Builders Licensure Board	Expired Applications	Rewrite of existing application	This application is in development	March 2009
Alabama Real Estate Commission	Simple Transfers	Update to existing data	This application is in the pre project phase	March 2009
Alabama Board of Professional Engineers and Land Surveyors	License renewals	Updates to continuing education log	This application is in agency testing	March 2009
Alabama Real Estate Commission	Initial Course	Updates to existing applications	This application is in the pre project phase	March 2009
Alabama Real Estate Commission	Course Renewal	Updates to existing applications	This application is in the pre project phase	March 2009
Alabama State Board of Chiropractic Examiners	Facility Renewal and Initial License	Updates to existing applications	This application is in the pre project phase	March 2009

SERVICE REQUESTS

Service Request #200

Alabama Alcoholic Beverage Control Board – Alcoholic Representative IDs

Alabama Interactive requests and recommends this service for the Alabama Alcoholic Beverage Control Board is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.

Service Request #201

Alabama Department of Education – Merchant Service

Alabama Interactive requests and recommends this service for the Alabama Department of Education is added to the network. The online application will be a convenience fee service and will be developed at no cost to the department.

Service Request #202

Alabama Real Estate Commission – Approval Letter

Alabama Interactive requests and recommends this service for the Alabama Real Estate Commission is added to the network. The online application will be developed at no cost to the department.

MONTH IN REVIEW

Total February AI Network Transactions:	410,326
Average Successful Request per Day:	14,655
Total February alabama.gov Visitors:	258,640
Total February alabama.gov Page Views:	1,174,042
Total February alabama.gov Chats or Offline Messages from Live Help:	670

OPERATIONS & ADMINISTRATION

In February, Alabama Interactive worked diligently with the Alabama Department of Finance to launch the state stimulus website on very short notice. The site outlines the dispersion of the state's stimulus funds from the Federal Government. AI also hired Chris Weschler to become a part of the growing development team. Chris is a 2008 graduate from the University of Georgia and has already proven to be an asset to the team.

OTHER BUSINESS/IN CLOSING

In closing, February has given AI an opportunity to complete some outstanding updates and launch two new applications to production. We continue to stay in contact with our agency partners to discuss new and innovative projects and ideas.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright